

Contact Information



Blue AccessSM PPO and Blue AccessSM Choice PPO networks

Customer Service for plan benefit explanations, replacement ID cards, eligibility verification, address changes, claims inquiries, precertification, and other routine member needs.

(800) 433-6165 (*This is the same Customer Service number that is on the back of your Member ID Card.*)

BlueCard[®] to find an out-of-area network provider

(800) 810-2583

Language Line for Customer Service

(800) 874-9426 – client number **732097**

Find a Provider: (800) 490-6145

www.Anthem.com

Claims Submittal (*to be used only if you go to a non-network provider*)

Mailing Address:

Anthem Blue Cross and Blue Shield

Claims Department

P.O. Box 14882

Saint Louis, MO 63178-4882

Precertification of care from a non-network provider or from a network provider through the local Blue Cross and Blue Shield Plan if you are traveling or lives outside the Anthem Blue Cross and Blue Shield Service Area.

Blue Access PPO and Blue Access Choice PPO:

800-992-5498

Prescription Drug

Retail Pharmacy Customer Service

(800) 433-6165

www.WellPointNextRx.com

Mail-Order Pharmacy Customer Service

(800) 293-2202

If you have not yet received your Member ID Card:

If you have not yet received your Member ID Card, simply provide your Social Security number when the Customer Service Representative asks for your Member ID number.

If you see a BlueCard provider *outside* the Anthem Blue Cross and Blue Shield Service Area, the BlueCard provider will file the claim for you, but they will need to know the “prefix” to your ID number. Your prefix is JWA unless you live in the St. Louis Metropolitan Area. Your prefix is JWC if you live in St. Louis Metropolitan Area (the City of St. Louis and the Missouri counties of St. Louis, St. Charles, Franklin, St. Francois, Jefferson and Warren plus the Illinois counties of Madison and St. Clair).

Providers may ask for the following numbers:

QinetiQ Group Number is 0 0 1 6 9 3 9 7

Pharmacy Provider Services phone (800) 957-5129

Prescription Drug BIN Number is 6 1 0 5 7 5

PCN Number is 0 0 8 9 0 0 0 0